

JOB OPPORTUNITY

Job Opportunity Bulletin: #04-016

**Final Filing Date: August 11, 2004 or
Until Filled**

Position:	Salary:	Location:
Staff Information Systems Analyst (Supervisor)	\$4,732-\$5,754 per month	Information Systems Section 818 K Street, Room 300 Sacramento, CA 95814

GENERAL STATEMENT:

Under general direction of the Network Services Manager, we are seeking a permanent, full-time Staff Information Systems Analyst (Supervisor) with technical expertise to perform duties as the Help Desk supervisor over technical staff providing office-wide Help Desk services.

DUTIES:

- Coordinate, supervise and oversee the Help Desk technical staff.
- Work with Help Desk staff to coordinate configuration and testing of software images and objects for successful deployments of desktops and laptops.
- Create processes for configuring, testing, and deploying various software and hardware devices.
- Participate in the implementation of new/enhanced desktop services.
- Evaluate desktop operations and performance.
- Write and review technical documentation.

DESIRABLE QUALIFICATIONS:

Training and/or experience with the following:

- Novell NetWare 6.x; GroupWise 6.x; Microsoft Office 2000/2003, Windows XP, Sysprep; DHCP, ZenWorks, Wise, Symantec's Ghost, Novell eDir, and Microsoft's AD
- Novell CNE, Microsoft MCSE, A+ certification
- Excellent Communication and Customer Service Skills
- Excellent Leadership Qualities and Supervision Skills

WHO MAY APPLY:

Applications will be accepted from individuals currently in the above class or individuals who have list, transfer or reinstatement eligibility. Appointment is subject to SROA/ surplus policies. Only the most qualified applicants will be interviewed.

Interested parties should submit a State Examination and/or Employment Application, STD 678, and a resume to:

OSHDP

OFFICE OF STATEWIDE HEALTH PLANNING AND DEVELOPMENT

1600 Ninth Street, Suite 450
Sacramento, CA 95814
— An Equal Opportunity Employer

OSHDP - Information Systems Section
Attention: Julie Whitten (Job #04-016)
818 K Street, Room 300
Sacramento, CA 95814
E-mail to jwhitten@oshpd.state.ca.us

Equal Employment Opportunity Employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation.

It is an objective of the State of California to achieve a drug-free work place. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

